

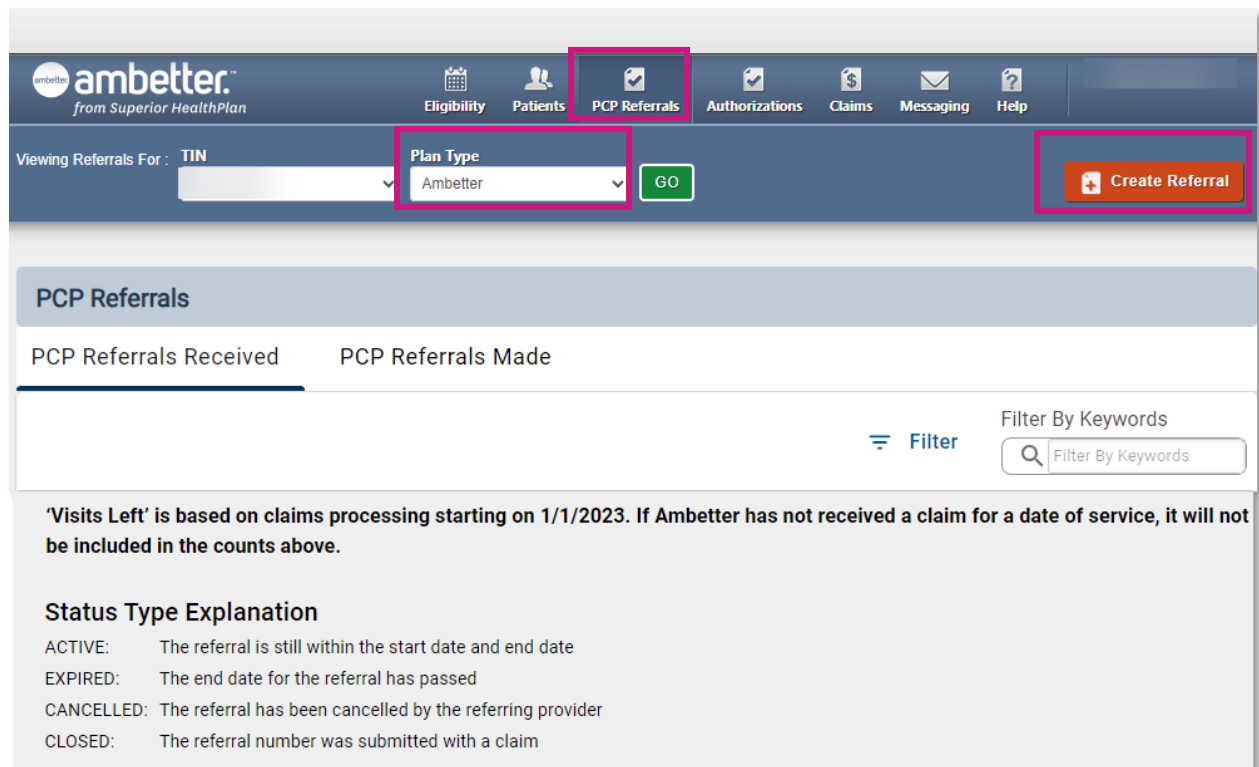
# Quick Reference Guide: How to Make a PCP Referral for Value and Virtual Plans

Secure Provider Portal

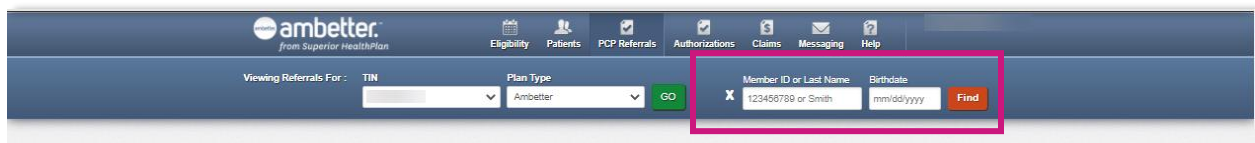


To refer a member to an Ambetter Value and Virtual provider, please follow the steps below:

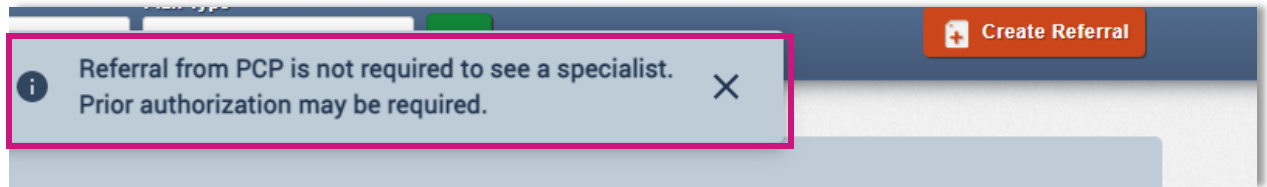
1. Go to [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com) and log into Ambetter's Secure Provider Portal.
  - If you have not registered for the portal or need help getting access, click on **Create New Account**.
2. Once you have logged into the portal, under the **Plan Type** drop-down, select **Ambetter**.
  - If Ambetter is not selected, the referral option will not appear. It will also not appear if you are not authorized to refer Ambetter Value or Virtual members.
3. Click on **PCP Referrals** icon in the top toolbar and then **Create Referral**.



4. Input the member's **Member ID** or **Last Name** and their **Birthdate**, then click **Find**.



5. The member info will populate. If there is more than one result, select the appropriate member.
- Only Value and Virtual members require a referral. If you attempt to enter a referral for a member who does not require a referral, you will get the message below.



6. Once you select the member you need to refer, you will see a **Add PCP Referral** section. Input the **Start** and **End Date** of the referral.

### Add PCP Referral

#### Member Information

Patient Name	Member ID	Primary Provider Group
[Redacted]	[Redacted]	Ambetter Value Medical Group
Birth Date	Plan	Primary Care Provider
[Redacted]	Complete VALUE Silver	[Redacted]

The Member Overview button opens in a new tab. No data will be lost when viewing the Member Overview.

[Member Overview](#)

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#### Referral Date

Select a Start Date to determine the type of referral required.  
\*All fields required except Notes and Attachments

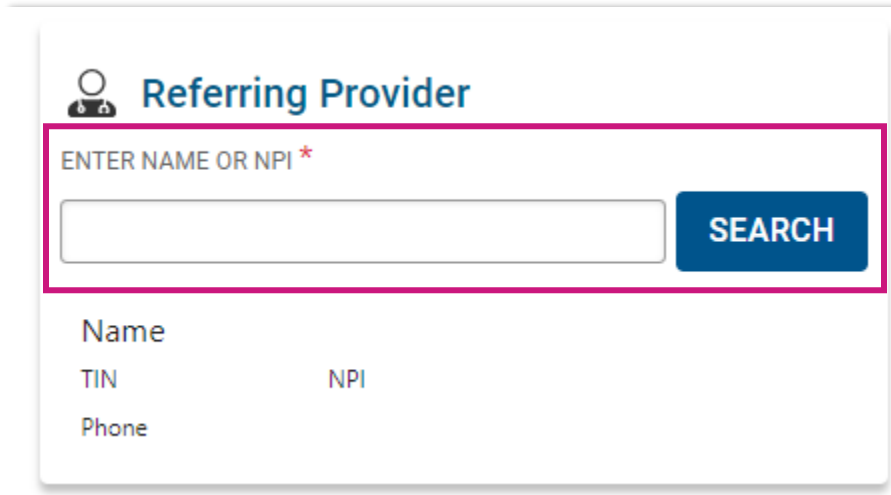
Start Date *	End Date *
01/24/2024 <a href="#">i</a>	04/23/2024 <a href="#">i</a>

**Helpful Information:**  
If you need to find a provider for your referral, please use the [Ambetter Guide](#).

**No referral necessary for the following Specialties:**

- Anesthesiology
- Behavioral Health/Substance Use Disorder
- Labs
- Obstetrics and Gynecology
- Radiology (X-ray, Imaging)
- Urgent or Emergent Services

7. Input the Referring Provider's name or **NPI** and click on the **Search** button.

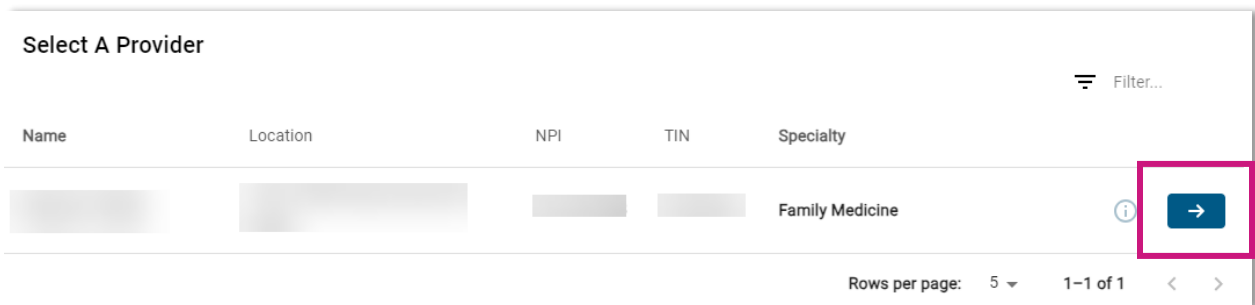


**Referring Provider**

ENTER NAME OR NPI \*

Name	
TIN	NPI
Phone	

8. Select the provider you are looking for by clicking on the **blue arrow**.



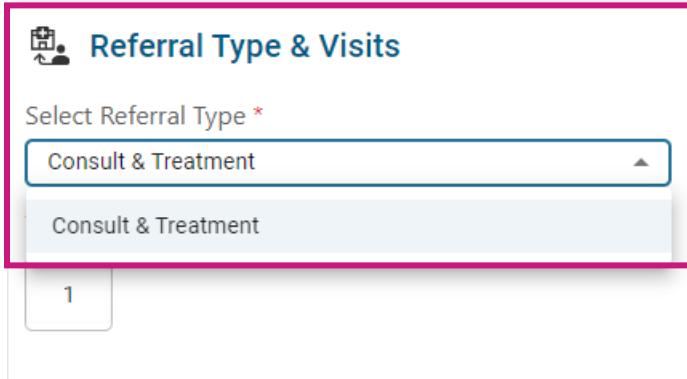
Select A Provider

Filter...

Name	Location	NPI	TIN	Specialty	
				Family Medicine	<input type="button" value="→"/>

Rows per page: 5 1-1 of 1 < >

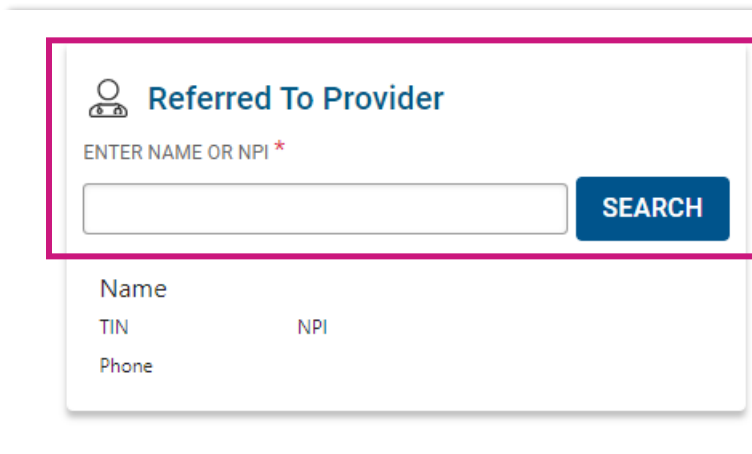
9. Select the appropriate **Referral Type**.



The screenshot shows a form titled "Referral Type & Visits" with a person icon. Below the title is the text "Select Referral Type \*". A dropdown menu is open, showing "Consult & Treatment" as the selected option. Below the dropdown is a small box containing the number "1".

10. Under **Referred To Provider**, input the **Name or NPI** of the provider receiving the referral.



- Only providers participating in the plan selected will filter in your search.
- For help identifying participating providers, see end of guide.



The screenshot shows a form titled "Referred To Provider" with a person icon. Below the title is the text "ENTER NAME OR NPI \*". There is a search input field and a blue "SEARCH" button. Below the search area is a table with the following columns:

Name	TIN	NPI
Phone		

11. Providers matching the information input on the previous page will populate. Select the **blue arrow** next to the correct provider.

Select A Provider					Filter...
Name	Location	NPI	TIN	Specialty	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Dermatology Dermatology	 

Rows per page: 5 1-1 of 1 < >

12. Select the specialty in the drop-down field.

### Referred To Provider


ENTER NAME OR NPI \*

### Referred To Provider's Specialty

Select Specialty \*

- Dermatology
- Dermatology


13. Input any notes and add relevant attachments. Once complete, click **Next** at the bottom of the screen.

 **Notes(optional)**

Enter some notes here...

0/400

**ATTACHMENTS**

 **Drag & Drop Files**

Or [Select Files](#) From Your Computer

Upload PDF or Word Doc

5 KB minimum and 25 MB maximum per file

Note: Payment of claims is dependent on eligibility, covered benefits, provider contracts , correct coding and billing practices . For specific details, please refer to the provider manual.

**CANCEL** **NEXT**


14. Review all the referral information and once confirmed all is correct, click **Submit**.

## Referral





### Member Information


Patient Name	Member ID	Primary Provider Group
[REDACTED]	[REDACTED]	Ambetter Value Medical Group
Birth Date	Plan	Primary Care Provider
[REDACTED]	Complete VALUE Silver	[REDACTED]

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 **Dates**

01/24/2024 - 04/23/2024

 <b>Referring Provider</b>	 <b>Referral Type &amp; Visits</b>
[REDACTED]	<b>Consult &amp; Treatment</b>
	Visits Allowed <b>1</b> Visits Left <b>1</b>
 <b>Referred To Provider</b>	 <b>Referred To Providers Specialty</b>
[REDACTED]	<b>Dermatology</b>

 **Notes(optional)**

[REDACTED]

[BACK](#) [SUBMIT](#)

15. Referrals can be seen in the secure provider portal, on the member's profile, as well as in the **PCP Referrals Made** tab under the **PCP Referrals** section.

Submitted	Referral ID	Specialty	Visits Left	Start - End Dates	Status
04/05/2023		Dietitian, Registered 12 Allowed Visits	12	04/05/2023 - 07/04/2023	Expired
03/20/2023		Physical Therapist 11 Allowed Visits	11	03/20/2023 - 06/18/2023	Expired

To access the step-by-step quick reference guide on **Quick Reference Guide: How to Identify an In-Network Provider**, please visit the [Ambetter Health Provider Resources](#) webpage.